INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Atty. Dock t No.	Divisional of S rial No.
36-1798	**09/029,318**

Applicant

POTTER et al.

Filing Date	Gr up
November 20, 2003	**Unassigned**

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
CHS		5,742,596	04/1998	BARATZ et al.			
CHS		5,341,374	08/1994	LEWEN et al.			
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FOREIGN PATENT DOCUMENTS

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		0501189 A2	09/1992	EUROPE				
		EP 0724370 A1	07/1999	EPO				

OTHER DOCUMENTS (including Author, Title, Date, Pertinent pages, etc.)

CHS		Paris, "The Next Generation Call Center", TELCOM REPORT INTERNATIONAL, Vol. 19, No. 4, 1996, DE, pages 9-11, SP000618796
CHS		Rosenberg, "New Tools Needed for Call Center Design", BUSINESS COMMUNICATIONS REVIEW, Vol. 26, No. 8, August 1996, US, pages 51-53, XP000618776
CHS		ITU, "Line Transmission of Non-telephone signals", 01/30/1996, 1-74

*Examiner	C Smith	Date Considered	9/0

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to application.